USER GUIDE

INSIGNIA™

USB 3.0 Desktop Hard Disk Drive Enclosure

NS-PCHD335/NS-PCHD335-C

Before using your new product, please read these instructions to prevent any damage.

Insignia NS-PCHD335/NS-PCHD335-C USB 3.0 Desktop Hard Disk Drive Enclosure

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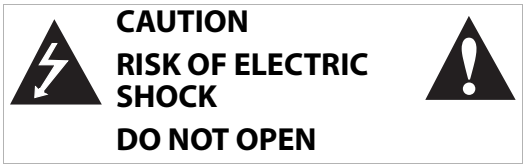
Introduction

Congratulations on the purchase of your new Insignia NS-PCHD335 desktop hard disk drive enclosure kit. You can install a 3.5" SATA hard drive (HDD) by installing it into the enclosure and enjoy the benefits of a portable external hard disk drive.

Safety information

Warning

To reduce the risk of fire or electric shock, do not expose this device to rain or moisture.



This symbol indicates that dangerous voltage constituting a risk of electric shock is present within your hard drive enclosure.

This symbol indicates that there are important operating and maintenance instructions in the literature accompanying your hard drive enclosure.

Important safety instructions

- This hard drive enclosure is to be used in temperatures of 41~95°F (5~35°C). Temperatures exceeding these limits may damage your hard drive or the enclosure. Avoid heat sources or direct sunlight.
- This hard drive enclosure can be stored in a humidity range of between 10% and 90%, and can be operated in a humidity range of between 5% and 80%.
- Do not connect the hard drive enclosure to your computer without taking precautions to avoid electrostatic discharge or short circuits, which could damage the hard drive enclosure or your computer.
- Do not place this hard drive enclosure close to a source of strong magnetic fields (such as a computer screen, TV, radio, or speaker). Strong magnetic fields can affect the reliability of data transfer to and from the hard drive enclosure.
- Do not place anything heavy on top of the hard drive enclosure.
- Use only the accessories provided in the accessory package.
- Before you install or use the hard drive enclosure, read the user manual and assemble the enclosure carefully.
- To prevent short circuits, do not leave any metal objects inside the enclosure when installing the hard drive.
- To prevent short circuits, do not use the hard drive enclosure close to water, rain, or high humidity.

System requirements

- One 3.5" SATA hard drive.
- PC or Macintosh computer with an available USB 3.0 port. (You can connect to a USB 2.0 port, but it will only run at USB 2.0 speeds).
- Supports Microsoft Windows XP, Windows Vista, and Windows 7 operating systems.
- Supports Mac OS X version 10.4 or higher operating system (USB 2.0 only).

For best performance and reliability, install the latest updates and service packs (SP) for Windows (go to the *Start* menu and select **Windows Update**).

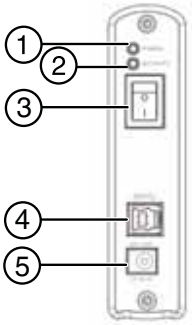
Features

- Provides a USB 3.0 interface compatible with prior USB 2.0 and 1.1 standards.
- Supports 3.5" SATA interface hard drive.
- Has a power switch as well as power and activity indicators.
- Rapid heat dissipation.
- Supports Plug-and-Play and is hot-swappable.
- Patented strong aluminum design.
- Simple to set up and easy to use.

Package contents

- USB 3.0 3.5" SATA hard drive enclosure
- Hi-speed USB 3.0 A - B cable
- 12V/2A AC power adapter
- Quick Setup Guide
- Screwdriver
- Screws

Front



#	Item	Description
1	Power indicator (yellow)	Turns on when the hard drive is turned on.
2	Activity indicator (blue)	Blinks when the hard drive is active.
3	On/Off switch	Press to turn off your hard drive enclosure.
4	USB 3.0 B type port	Connect a USB cable to this port and to your computer.
5	12V DC in port	Connect the AC power adapter to this port.

Setting up your hard drive enclosure

Read the safety precautions before you install your hard drive in the enclosure:

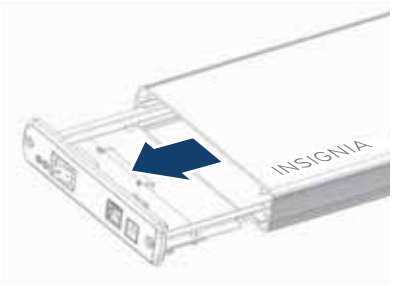
- Use only the accessories provided.
- Make sure that you first touch an unpainted, grounded metal object to discharge any static electricity stored on your clothing or body before touching any electronic components.
- Handle the printed circuit board (PCB) by the edges only. Avoid touching the electronic components.

Installing your hard drive in the enclosure

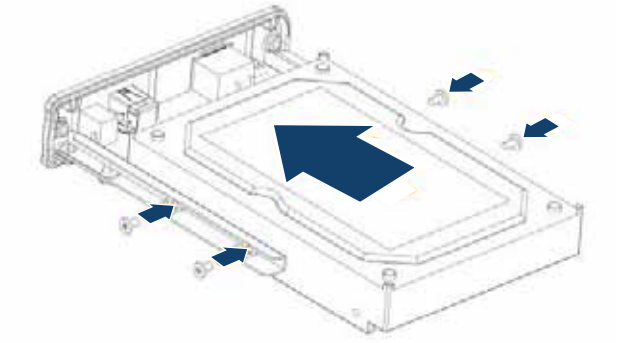
To install your hard drive in the enclosure:

1 Remove the two screws from the panel with the USB connector.

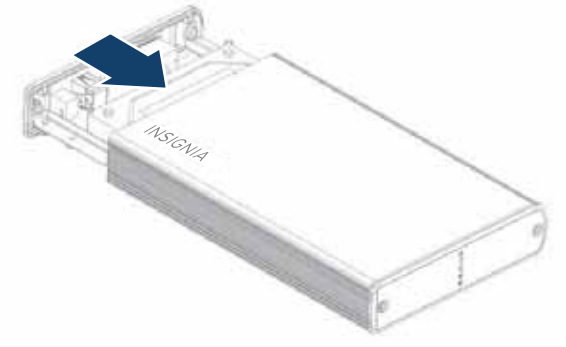
2 Remove the plastic end cap and circuit board.



3 Connect your hard drive's SATA connector to the corresponding connector on the enclosure circuit board and secure the drive to the drive tray with the screws (4) provided.



4 Gently slide the drive tray, with drive attached, into the enclosure.



5 Replace the two screws on the left-side panel.

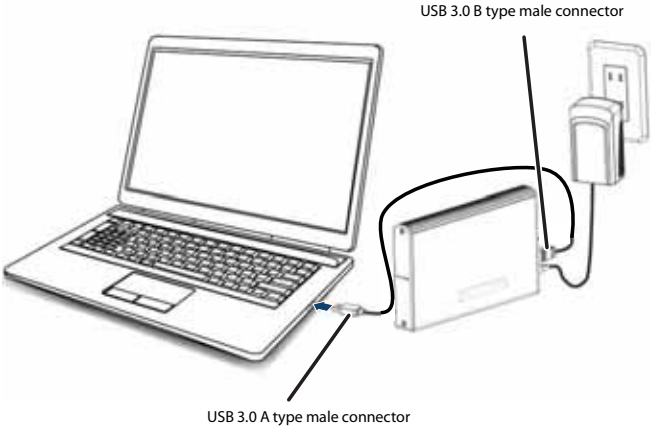
Connecting the enclosure to your computer

Notes

- Make sure you have installed the hard drive into the enclosure before connecting the enclosure to your computer.
- A new hard drive must be initialized and partitioned before it will appear in Windows Explorer or on your Mac desktop. Refer to your hard drive manufacturer's documentation, or see "Formatting the hard drive on your PC" on page 4.
- For optimal performance, make sure your laptop or PC has USB 3.0 ports (SS). If your computer does not have USB 3.0 capability, you can plug the USB 3.0 cable into any available USB 2.0 port, but it will only run at USB 2.0 speeds.

To connect the enclosure to your computer:

1. Plug the smaller USB 3.0 (Micro-B type) connector on the USB cable (provided) into the port on the enclosure.
2. Plug the other end of the cable into a USB port on your computer.
3. Connect the AC adapter to the enclosure and then into a wall outlet.



The operating system automatically detects and sets up the new drive.

If the drive is correctly detected, a new drive letter is assigned to the enclosure.

- For PCs, the new drive letter appears in *My Computer*.
- For Macintosh computers, the new drive letter appears on the desktop.

Note for PC users:

If you do not see an additional drive in your system, you might need to format the new drive. See the following section for more information on detecting and formatting your drive.

Note for Macintosh users:

If you do not see an additional drive in your system, select **Disk Utilities** from the **Utilities** folder, then select the external enclosure and format the drive to meet your requirements.

You can disconnect the enclosure at any time while the computer is turned off. If, however, you want to disconnect it while the computer is on, make sure that you do it correctly.

To disconnect the enclosure while your PC is running:

Note

If a drive window is open or the hard drive enclosure is active, close any associated windows before trying to remove the enclosure.

1. Right-click the **Safely Remove Hardware** icon (located near the clock on the taskbar).
2. Click the drive you want to unplug, then click **STOP**.
3. When Windows notifies you that it is safe to do so, unplug the enclosure from your computer.

To disconnect the enclosure while Mac OS X is running:

1. Drag the **USB** icon into the **TRASH**.
2. Unplug the enclosure.

Partitioning and formatting a new hard drive

Creating a new partition on your PC

Caution

Doing the following will erase any existing data on the drive. If the drive is damaged and you wish to recover the data, continuing may overwrite the existing information!

Note

For new hard drives, you need to initialize and partition your hard drive before it will appear in Windows Explorer.

The best way to partition a new hard drive is to use the manufacturer's program. Most hard drives should come with a CD that includes the installation program. If not, visit the manufacturer's website to see if a download is available. If the manufacturer's program is not available, try the following instead:

To create a new partition on your PC:

1. Right-click on **My Computer**, or **Computer**, depending on which version of Windows you have, then click **Manage**.
2. Select **Disk Management** under Storage on the left pane. Your PC should give you the option to initialize the disk. If not, locate the new drive, right-click on it (where it reads "New Simple Volume"), then click **Initialize**. (This step may not be required for some hard drives).
3. Follow the prompts in the wizard.
4. When the process is complete, locate your hard drive in the bottom right pane. Right-click on the area with a status bar (to the right of the "New Simple Volume" area), then click **New Partition**.
5. Continue following the wizard's directions. The recommended partition type is "primary" and the recommended file system is "NTFS." Note that Windows XP limits FAT32 partitions to only 32GB.

   You should now be able to see the drive in Windows Explorer.

Formatting the hard drive on your PC

Caution

Formatting is only required for a new hard drive. Do not format a drive that contains valuable data that you want to save..

To format the hard drive on your PC:

1. Click **Start**, then click **Control Panel**.
2. Click **Performance and Maintenance** (in Windows 7, click **System and Security**), then click **Administrative Tools**.
3. Click **Computer Management**, then click **Disk Management** from the menu on the left side of the screen.

4. Click on the new drive (identifiable by the model number or drive capacity), then click on the **Action** tab at the top of the screen.
5. Go to **All Tasks**, then click **Format** from the menu.
6. Select the file system and other choices you want, then click **OK**.

Formatting the hard drive in Mac OS x

Creating a new partition in Mac OS X 10.4 or higher

If you are using a new hard drive, you may need to initialize it first. Initialize your new hard drive using **Drive Setup** from the Mac OS CD that came with your computer.

To initialize a Hard Drive:

1. Start up your computer from the Mac OS CD.
2. Locate the **Utilities** folder on the Mac OS CD and double-click it to open the folder.
3. Double-click **Drive Setup** to open the program.
4. From the list of drives, select the drive you want to initialize, then click **Initialize**.

To format your hard drive with Mac OS Extended format:

This method of formatting hard drives provides for a more efficient use of hard drive storage space.

1. Click **Custom Setup**.
2. Select the **Type** menu in the **Volume info** area, then click **Mac OS Extended Format**.
3. Resize the volumes if desired.
4. When ready, click **OK**, then click **Initialize**.

If initialization fails, do the following:

1. Click **Initialization Options** from the *Functions* menu.
2. Select **Low level format**, then click **OK**. Choosing this option adds significant time to the initialization process.

Formatting the hard drive on a Mac

Caution

Formatting is only required for a new hard drive. Do not format a drive that contains valuable data that you want to save.

To format the hard drive:

1. Click **Disk Utility** (under **Applications**).
2. Select the new hard drive you are trying to install.
3. Click the **Erase** tab.
4. Choose a volume format and assign a name to the new drive, then click **Erase**.

Troubleshooting

I do not see the enclosure/additional drive in my system	• Make sure the drive is functioning. A drive that does not work in a laptop will more than likely not work with this enclosure either. When you connect the enclosure to the PC, you should hear the drive spin up (it may be very faint). Contact your hard drive manufacturer or PC manufacturer for information on testing your hard drive. • The enclosure may not be receiving enough power to spin up the hard drive. USB ports are supposed to have a power rating of 5.25V/500mA. If the system provides less than 500mA per USB port, the enclosure may not have enough power to spin up the hard drive completely (although the enclosure will light up and you will hear the drive attempting to spin up). • Make sure that the USB cable is connected firmly to your enclosure and computer. • Make sure that the USB cable is not broken or damaged in some way. • Open the enclosure and make sure that all of the connections are securely fastened. • If you have a desktop computer, try using the USB ports on the back of the computer instead of the front USB ports. The cables connecting front USB ports are not always properly shielded and may not properly handle USB 3.0 speeds. • Your PC may not be able to recognize the partition on the hard drive because it is damaged or not a valid format. You can initialize, partition, and format unrecognized drives by using the software that comes with the hard drive or by using the Disk Manager (PC users) or Disk Utilities (Mac Users). **Caution**: Doing this will erase any existing data on the drive. If the drive is damaged and you wish to recover the data, continuing WILL overwrite the existing information. • If using a new hard drive, have you formatted and partitioned the hard drive? If not, see "Partitioning and formatting a new hard drive" on page 4. If the hard drive is not formatted and partitioned, your PC will not assign a drive letter. • There are some computers that have difficulty starting with a USB hard drive connected. Unplug the hard drive, then restart your computer. Once started, connect the hard drive. • Do not use non-powered USB hubs because they often are unable to provide enough power.
There is a USB icon in the system tray, but I can't find the hard disk in **MY COMPUTER**	• Make sure the hard drive has been initialized and partitioned if using a new hard drive. If you need to do this, see "Partitioning and formatting a new hard drive" on page 4. • If you have Windows 7, you may not have rights to the files and folders and may need to take Ownership of these files and folders. Go to http://support.microsoft.com/kb/2623670 for more information.
The data transfer between computer and device is slow	• Your system may be operating at USB 2.0 speeds due to an incorrect driver installation of the USB 3.0 adapter card. Or you may have a system that does not support USB 3.0. If your system includes a PCIe slot, you can achieve SuperSpeed USB transfer rates by installing a USB 3.0 PCIe adapter card. • Make sure the enclosure is connected to a USB 3.0 or 2.0 port. Transfer speeds are optimal/best with your hard drive enclosure if you are using USB 3.0 ports. Data throughput is greatly affected by the type and location of data on the disk. A few very large files will copy much faster than many small files since the larger files are more likely to be arranged sequentially on the disk. • Magnetic Hard Disk Drives operate at speeds slower than the USB 3.0's maximum data transfer rate. If using an HDD, your transfer speeds will be faster on USB 3.0 than on USB 2.0, but will still be limited by the physical disk's throughput.

The data on my hard drive is corrupt!	• Connecting your hard drive to the enclosure is just like connecting a hard drive to the inside of your computer. The enclosure itself will not corrupt your data. If data has become corrupt, it is likely caused by removing the enclosure while data was still being written to the hard drive, from subjecting the drive to some kind of physical trauma (even very subtle trauma), or due to a design or quality issue with the original drive manufacturer. **Caution**: Never remove the enclosure while data is being written to the hard drive! Doing so may cause the hard drive to become corrupt. Make sure all applications being run off the disk and all files in use are no longer in use before removing the unit. For PCs, use the Safely Remove Hardware icon to eject the drive before disconnecting. For Mac, drag the hard drive to the trash before disconnecting. Never operate the disk and enclosure in a partially assembled state.
Can I boot from the enclosure?	• This enclosure does not support using the enclosed disk drive as a boot device.
Why can't I partition or format my drive?	• Verify that you are logged into the computer with an account that has Administrator Rights. If that does not resolve the issue, contact your hard drive manufacturer or PC manufacturer for assistance.
My hard drive is 2TB, are there any unique issues?	• Make sure you have the latest Service Pack installed on Windows XP. With the latest Service Pack, Windows XP, Windows Vista, and Windows 7 should recognize up to a 2TB drive.
Is RAID or JBOD supported?	• No
Why do I keep seeing 8 GB of hard drive space (no partition)?	• This is most likely because this space was either not partitioned or initialized when the hard drive was formatted. Another reason is that when the hard drive has been removed improperly, a ghost drive can be created on the computer which confuses the computer into thinking there is still usable space. It is best to turn off the enclosure and reboot your system.
Can I use the hard drive enclosure with a Mac and a PC at the same time?	• No, the hard drive must be initialized and partitioned for one or the other. When formatted for Mac, a PC will not be able to see the partition, and vice versa.
The enclosure will not assemble correctly	• Check the physical size of the hard drive. Does it fit correctly into the enclosure? Make sure your drive does not have any additional rails or mounting hardware connected to it.

Specifications

Device interface	SATA
Dimensions (WxLxH)	5.4 x 3.1 x 0.6 inches (137.2 x 78.7 x 15.2 mm)
Host interface	USB 3.0 Micro B type
Power supply	USB power
Hard drives supported	1 TB 2.5" SATA interface hard drive (max height 0.374 in [9.5 mm])
Operating temperature	Operating: 32~104°F (0~40°C)
Operating humidity	20% to 80% non-condensing
Certification	FCC Class B, ICES-003

Legal notices

FCC Part 15

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply within the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

FCC warning

Changes or modifications not expressly approved by the party responsible for compliance with the FCC Rules could void the user's authority to operate this equipment.

ICES-003 statement

CAN ICES-3 (B)/NMB-3 (B)

ONE-YEAR LIMITED WARRANTY - INSIGNIA

Definitions:

The Distributor* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded or Future Shop branded retail store or online at www.bestbuy.com, www.bestbuy.ca, or www.futureshop.ca and is packaged with this warranty statement.

How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?

If you purchased the Product at a Best Buy or Future Shop retail store location, please take your original receipt and the Product to any Best Buy or Future Shop store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging. If you purchased the Product from a Best Buy or Future Shop online web site (www.bestbuy.com, www.bestbuy.ca, or www.futureshop.ca), mail your original receipt and the Product to the address listed on the web site. Make sure that you put the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States call 1-888-BESTBUY, Canada call 1-866-BESTBUY for Future Shop call 1-800-663-2275. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy or Future Shop branded retail stores or websites to the original purchaser of the product in the county where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:

- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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Contact Insignia:

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www.insigniaproducts.com

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